

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2005-2009



ARKANSAS STATE CLAIMS COMMISSION

FUNCTIONAL AREA: CONSTITUTIONAL & ADMINISTRATIVE

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2005-2009

Norman L. Hodges, Jr.
Claims Director

TABLE OF CONTENTS

AGENCY: ARKANSAS CLAIMS COMMISSION

MISSION.....	Page 1
GOALS	Page 1

PROGRAM: CLAIMS PROCESS OPERATIONS

DEFINITION.....	Page 2
GOALS, OBJECTIVES, STRATEGIES.....	Page 2
PERFORMANCE MEASURES.....	Page 3

STRATEGIC PLAN

Agency Name	Arkansas State Claims Commission
Agency Mission Statement: The Claims Commission is a quasi-judicial body established by the Arkansas General Assembly as its arm to hear claims against the State of Arkansas, since such tort-type claims as personal injury, property damage, breach of contract and other designated claim types, due to the State's constitutional sovereign immunity, cannot be brought in the State courts.	

AGENCY GOAL 1:

To afford possible relief through a hearing process to those who have, in some way, been injured or damaged by the actions of an agency, board, commission, institution, etc., of the State of Arkansas.

STRATEGIC PLAN

Agency Name		Arkansas State Claims Commission
Program		Claims Process Operations
Program Authorization		Arkansas Statutes annotated §19-10-201 et seq.
Program Definition: Program Funds-Center Code: <u>0360P01</u>		The State Claims Commission and its staff provides the support for carrying out the statutory responsibilities of the Arkansas State Claims Commission. These responsibilities include 1) the operations of the Commission's office which includes the administration of the claims process, 2) the direct payment of claims of \$10,000.00 or less (unless otherwise provided for by law), which have been authorized for payment by the Arkansas State Claims Commission, and 3) the direct payment of all death and disability benefit claims filed against the state of Arkansas by eligible government employees.
AGENCY GOAL(S) #	1	
Anticipated Funding Sources for the Program:		State Central Services Fund and Miscellaneous Revolving Fund

GOAL 1:

To ensure that claimants who believe they have been damaged in some manner by the actions of the State of Arkansas have access to a straight forward process by which claims against the State may be factually presented and fairly heard.

OBJECTIVE 1: (Sub-Funds Center Code to be assigned by DFA – Accounting)

The Claims Commission shall ensure operation of the day-to-day claims process and Commission's meetings, as well as provide assistance to the General Assembly each biennium as applicable claims are reviewed and processed, in a timely and efficient manner.

STRATEGY 1:

The Claims Commission will provide adequate staff and resources to meet its assigned responsibilities.

STRATEGIC PLAN

Agency Name	Arkansas State Claims Commission
Program	Claims Process Operations

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007	FISCAL YEAR 2008	FISCAL YEAR 2009
Maintain current high level of efficiency in claims processing, approximately 1500 to 2000 per year. <i>Goal 1, Objective 1</i>	Claims processing database	1:1	1:1	1:1	1:1	1:1